



Michael Watson SECRETARY OF STATE

Secretary of State's Office Deputy Director, Business Services Division

Duties:

1. Assist in managing and directing daily operation of Business Services which is comprised of the Customer Service and Filing Services units
1. Assist in manage the Customer Service Call Center to ensure the prescribed service levels and agency standards, goals and objectives are met
1. Ensure adequate staff coverage to achieve agency goals and objectives
1. Manage complaints and customer satisfaction
2. Coordinate with external vendors and Technology Services staff on software issues
3. Create, approve and monitor ACH accounts
4. Create, approve and monitor subscription services
5. Review and approve Public Official Bonds
6. Serve as liaison with numerous state agencies and the public to ensure compliance pursuant to statute
7. Assist Division Director with various projects, administrative and technical duties
8. Assist with phone coverage during peak times and staff shortages
9. Assist with Corp and UCC filings during peak times and staff shortages
10. Other duties as assigned

Knowledge, Skills and Abilities:

1. In-depth knowledge of agency policies and procedures
2. Familiarity and basic knowledge of the following: Miss Code Annotated 1972 and related acts (Business Corporations Act, Limited Liability Company Act, Limited Partnership Act, Trademark Act, Uniform Commercial Code, and others)
3. Understanding and knowledge of state laws, functions of various local, state agencies and federal agencies
4. Knowledge of telephone call statistics, call vectoring systems, Automated Call Distribution Phone Systems, STAR and BFOCUS
5. High level of organizational skills; expertise in professional oral/written communication; verbal and grammatical skills; high degree of computer skills, word processing and editing skills
6. Ability to effectively convey confidence, expertise, and credibility; also the ability to focus on the need to accurately communicate a vast amount of information; to effectively respond to questions in a clear and concise manner.
7. Ability to perform under tense circumstances with deadlines and constraints
8. Preferred minimum education: Bachelor's Degree
9. Supervisory experience required.

